



Inspection Report on

Antur Waunfawr

**Bryn Pistyll
Waunfawr
Caernarfon
LL55 4BJ**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

19/03/2024

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About Antur Waunfawr

Type of care provided	Domiciliary Support Service
Registered Provider	ANTUR WAUNFAWR
Registered places	0
Language of the service	Welsh
Previous Care Inspectorate Wales inspection	28 July 2021
Does this service promote Welsh language and culture?	The service provides an 'Active Offer' of the Welsh language. It anticipates, identifies and meets the Welsh language and cultural needs of people who use, or may use, the service.

Summary

The service is focused on providing people with a high quality of care and support. There is an emphasis upon listening to people's views and ensuring each person receives the right support to do what matters to them. Providing choices and promoting independence are prioritised. People are supported to be a part of their community and they highly praise the service provided.

Care workers are recruited safely and are trained in how to effectively support people in a dignified manner. The manager has good oversight of the care delivered, which ensures people's needs are consistently being met. Care workers are passionate about their roles, they enjoy their work and feel very well supported by management. The Responsible Individual (RI) closely monitors the quality of the service provided, by regularly speaking with people who use the service and completing spot checks. There is a positive culture where the provider continues to drive improvements and further developing the service.

Well-being

People are happy and feel they belong. We saw people are relaxed in the company of care workers because they have positive relationships and people feel valued. Care workers speak with people in a kind, respectful and gentle manner. Several have worked at the service for many years. They understand people's needs well and are familiar faces to the people they support. People describe the care as "*Ardderchog*" (Excellent) and "*Good*". They told us "*Pawb yn helpu fi*" (*Everybody helps me*), "*Hoffi staff*" (*Like the staff*) and "*Pob dim yn iawn*" (*Everything is ok*).

Support is provided to enable people to make decisions about their own lives. We saw advocacy services are actively encouraged for people who have difficulties expressing their views. Advocacy was arranged for people to share their views during this inspection. People are involved in creating their personal plans and are given choices in relation to their day-to-day decisions. Where possible, people are involved in interviewing new care workers, and they can decide who they want to be their care worker. The quality assurance processes in place prioritises the experiences of people who use the service, and their views and opinions are recorded. The RI regularly meets with people who use the service.

The right care and support are provided to enable people to achieve their outcomes. Each person's care needs are known before they start to receive a service and are recorded within personal plans. These are kept under review and updated following any changes. Risk assessments are used to manage known risks to people's health and safety.

People can do the things that matter to them. Care documents record people's interests and hobbies. Support is provided to enable people to participate in a variety of different social activities. This means people have opportunities to make new social connections and to feel a part of their community. We saw the provider has excellent relationships with external organisations which increases the choice of activities available to people to participate in. The effective use of risk assessments means people can try new experiences which enhances their life experiences.

Care and support are provided in people's preferred language. The Welsh language is recognised and valued as an important part of people's identity. Care workers, the manager and RI can converse with people in Welsh or English. This means people can express themselves in the language they are most comfortable using. Policies and documents are available bilingually. Care workers also use Makaton sign language and PECS (Picture Exchange Communication System) to communicate effectively with people.

Care and Support

People's care and support needs are known, and are considered by the manager, before a service is offered to each person. Information regarding people's individual needs, including the risks to their health and safety, is gathered from professionals who already know the person. Information is also collated from the person, their family and any other care provider known to the individual. This means the manager makes an informed decision the service is suitable for the person and can meet their needs. People's support needs are regularly reviewed, and commissioners are informed when people's needs significantly change.

Personal plans are created with people, and they record in detail their specific care needs. Information regarding each person's preferred way of receiving their support is also included. We saw potential 'triggers' are recorded within care documents as well as strategies which are known to be effective in supporting people during difficult periods. Care workers told us they read people's personal plans and risk assessments before they work with the person. They also work shadow shifts, alongside people's usual care workers. This provides a continuity in the care and support people receive. Records show the care and support delivered is in line with people's personal plans. Risk assessments are used to promote positive risk taking, which is enhancing the opportunities available to people to participate in activities they enjoy.

Arrangements are in place to promote people's health. People's health conditions are known and are recorded within their care documents. Assistance is provided to access medical advice when people's health changes, as well as support to attend hospital appointments. Records show health and social care professionals are consulted with regularly including when new care needs develop. This ensures people receive the correct support to enable them to achieve their outcomes. Medication is administered as prescribed, so people's health conditions are managed well.

Systems are in place to protect people from abuse and neglect. A safeguarding policy is available and care workers receive relevant training. Care workers understand their roles and responsibilities in relation to keeping people safe. We saw they are confident in what action they would take if they had any safeguarding concerns in relation to people who use the service.

Leadership and Management

Care workers are recruited safely and receive appropriate training relevant to the needs of the people they are supporting. Records show pre-employment suitability checks are completed before new care workers come to work at the service. Care workers complete an induction and mandatory training as well as the Social Care Wales induction programme. They told us support is provided to achieve social care qualifications to enhance their knowledge and skills. Care workers enjoy their work (“*very rewarding*”), and most feel there are good opportunities within the service for their career progression. Staff told us they feel very well supported in their roles and can always access guidance from a senior manager when needed. They told us they have regular one-to-one supervision with their line manager and team meetings also occur frequently. The manager told us they feel well supported by the RI and by other senior officers at the service.

Robust systems are in place to oversee the smooth running of the service which ensures high quality care and support are consistently provided. Regular audits take place to test various aspects of the service to ensure they are operating as they should be. At the previous inspection we found RI visits were not taking place as frequently as required. At this inspection we saw action had been taken. Records show the RI regularly completes formal visits to the various settings to check people are satisfied with the service they receive. They consult with people, relatives, care workers and professionals in contact with the service. Quality of care reviews take place twice a year which formally assesses people’s satisfaction with the service they receive. People’s voices are heard within the reports, and we saw their views shape the ongoing development of the service. Efforts are made to explore new and different ways of working. Senior managers attend national conferences and events as part of their drive to enhance and develop the service provided.

People can access written information regarding the service provided. There is an up-to-date statement of purpose available which informs people what they can expect from the service. The service user guide includes information regarding how people can raise a complaint if they need to. We saw the specific complaint leaflet is written in an easy-to-understand format so people can understand their rights.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
73	Regulation 73- pertaining to RI visits during the RI's absence. The service has a deputy in place to oversee the running of the service and no impact was seen on service users. However, technically, the RI has not been able to conduct physical or virtual visits to the service. They are unable to meet with individuals and staff at the service and ask for their views.	Achieved

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Date Published 16/05/2024